

## Materials

- A waiters cloth
- A side plate

## Duration of Session

10 minutes

## Introduction

I	Interest	<p>Imagine, you are enjoying Dinner in one of Restaurants.</p> <p>As soon as you have been seated, you realise that the table is dirty and full of stains and crumbs.</p> <p>How would you feel?</p>
N	Need (why)	<p>Wiping a table is important before the table is set so that there are no remains from the previous meal. We must ensure that a Guest is seated on a clean and fully set table - this forms part of our consistent level of high service.</p>
T	Task	<p>Today, we will demonstrate “How to wipe a Table” according to the standards.</p>
R	Range	<p>This session will last for approximately 10 minutes. We will provide you with detailed explanations and clearly demonstrate how you are expected to perform this task. Each one of you will then have the opportunity to practice.</p> <p>Please write down your questions and we will be happy to answer any concerns at the end of the session.</p>
O	Objective	<p>By the end of this session, our objective is to ensure that you have learned “How to wipe a Table” with confidence, and according to our defined standards.</p> <p>Any Questions?</p>

## Task Breakdown Who, What, Where, When and How

**Task:** How to wipe a Table

**Job Title:** Food & Beverage Employees

STEP	INVOLVEMENT	STANDARD
1. Select the cloth	<i>Q: What kind of cloth do we need?</i> <i>Q: What do we need to ensure?</i>	<ul style="list-style-type: none"><li>• A clean waiters cloth</li><li>• Clean cloth free from crumbs</li><li>• Cloth should be damp but not wet</li></ul>
2. Select the side plate	<i>Q: What do we need to ensure?</i>	<ul style="list-style-type: none"><li>• Plate is clean</li><li>• Not chipped</li><li>• Free from crumbs</li><li>• No stains</li></ul>
3. Preparation	<i>Q: What do we prepare?</i>	<ul style="list-style-type: none"><li>• Place the folded waiters cloth on the side plate</li><li>• Carry the side plate with your left hand and approach the table</li></ul>
4. Wipe the table	<i>Q: How do we wipe the table?</i>	<ul style="list-style-type: none"><li>• In a smooth motion wipe the table from one end to the other ensuring you cover the entire table top, removing any operating equipment</li><li>• Wipe wrappers, particles and crumbs onto the side plate with the waiters cloth</li><li>• Wipe out any remaining stains on the table</li><li>• Turn the waiters cloth to the other clean side</li><li>• Wipe the table again thoroughly in zigzag manner to clean any water marks</li><li>• Wipe the edges and below the edge of the table</li><li>• Place the waiters cloth back on the side plate</li></ul>
5. Rearrange the table	<i>Q: What do we need to do?</i>	<ul style="list-style-type: none"><li>• Reset any table top items in the original position e.g. salt &amp; pepper shaker</li></ul>
6. Leave the table	<i>Q: What do we need to ensure?</i>	<ul style="list-style-type: none"><li>• Waiters cloth to be placed on the side plate to prevent crumbs from spilling</li><li>• Wash the waiters cloth before placing it back to the service station</li><li>• Clean the side plate before placing it back on the side station</li></ul>

### CHECKING THE STANDARD

**Question Technique:**

Please remember: **Pose, Pause, Person**  
We begin questions with: **Who, What, Where, When and How**

**Summary Statement:**

We have now completed our training: **“How to wipe a Table”**

**Do you have any questions?**

<b>Step 1</b>	Q: <i>Which kind of cloth do we need?</i> Q: <i>What do we need to ensure?</i>
<b>Step 2</b>	Q: <i>What do we need to ensure?</i>
<b>Step 3</b>	Q: <i>What do we prepare?</i>
<b>Step 4</b>	Q: <i>How do we wipe the table?</i>
<b>Step 5</b>	Q: <i>What do we need to do?</i>
<b>Step 6</b>	Q: <i>What do we need to ensure?</i>

Each Trainee should then be invited to repeat the task without help or interruption whilst being closely observed. Provide praise and constructive feedback:

**Excellent!!**

**You have all done a fantastic Job!** (Add any other comments as necessary)

**Any Questions?**